



NMCP Unveils New Cardio-Thoracic Program

By Deborah R. Kallgren

Naval Medical Center Portsmouth has a new cardio-thoracic surgery program and it is open for business.

The program provides surgical treatment for heart disease for active duty military, retirees and their family members who, until now, had to go to the National Naval Medical Center in Bethesda, Md., or to a civilian facility for heart surgery and care.

Lt. Cmdr. Peter Roberts, the cardio-thoracic surgeon who heads the CT unit, said, "The goal has been to deliver the full scope of cardiac services to this area for at

least a decade. With the active duty and retired population continuing to increase in Hampton Roads, there's a real need for a comprehensive heart program here."

Roberts left a faculty position at the University of California-Davis Medical Center and joined the Navy to help coordinate the introduction of this complex program. Roberts said, "The level of complexity (in getting this program started) is like putting a man on the moon."

Lt. Cmdr. James Frick joins Roberts as the second CT surgeon on staff at Portsmouth. NMCP has

spent nine months obtaining new equipment and ensuring that the manpower, skills, systems and training were in place to launch the CT program. In addition, NMCP is collaborating with Mid-Atlantic Cardiothoracic Surgeons and Sentara Norfolk General Hospital to give patients at NMCP the highest quality care possible.

The program received approximately \$2.6 million in designated funds for the first year to obtain the necessary highly specialized equipment and supplies.

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Photo by JO1 Sarah R. Langdon

From left to right: Dr. Lennox Baker, Sentara Norfolk General Hospital; Lt. Cmdr. Peter Roberts, cardiothoracic surgeon, NMCP; Jeffrey Florin, NMCP's first patient, Lt. Cmdr. James Frick, NMCP CT surgeon and Cmdr. Maryetta Nolan, CT nurse. Dr. Baker and Dr. Roberts were the two surgeons who performed Florin's surgery. Three months later, Florin is in excellent health, eating well and exercising regularly.

NMCP welcomes new deputy

By JO1 Daniel A. Bristol

There is a new deputy in town. Please welcome aboard Capt. C. Forrest Faison, deputy commander, NMCP, who reported for duty Spet. 21.

"This is a great command," said Faison, "and it is the workhorse of the Navy. This is a command on the rise, and I wanted to be a part of it."

Faison said his job at NMCP is to work behind the scenes to help his staff become successful. He said the job of the commanding officer and

the executive officer is that of "servant leadership". He believes he is here to help the staff get what they need to do their jobs.

"Taking care of dependents while their loved ones are deployed," said Faison, "that's my staff's job, and they do it well."

The world is constantly changing. It is becoming more chaotic, and the uncertainty creates

stress in the medical field, according to Faison. This adds more pressure for the doctors, nurses and corpsmen to meet the needs of the fleet than ever before.

"With new diseases and the ability of these diseases to travel, medical personnel deal with these changes as best they can, and it is my job to help them do that," Faison said. "My job is to take care of the staff and to help them grow and fulfill their professional

development."

Faison is board certified in general pediatrics and has several publications

on neurodevelopmental outcome of premature infants treated with synthetic surfactant.

His former command was as the Chief Knowledge Officer and Chief Information Officer for Navy Medicine, as well as Special Assistant to the Navy Surgeon General for e-health. In these roles, he was responsible for strategy,



planning, budgeting and setting policy for Navy medicine information management and information technology systems.

Before reporting to the staff of the Surgeon General, he was the Group Surgeon, 3rd Force Service Support Group, Fleet Marine Force, Pacific and the Optimization Champion for III Marine Expeditionary Force. He also served as the Director of Department of Defense Telemedicine and the Director, Navy medicine technology

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The Courier

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This publication provides an avenue to circulate all useful information the NMC Portsmouth staff has to offer. Submissions are welcome. Contact the Public Affairs Office by calling 953-7986, by fax at 953-5118, or by emailing the PAO, Deborah Kallgren, at drkallgren@mar.med.navy.mil. Submissions should be on disk in text or Word format with a paper copy attached. Photos should be a separate submission from the document and in jpeg, bitmap or tiff format. Submissions will be placed in the next issue space permitting. PAO is located in Building One, Third Deck, Rm. 311.

New deputy dedicated to serving staff

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integration support office. Prior to that, he worked as the Director for clinical services at U.S. Naval Hospital, Yokosuka, Japan.

Before Japan, he completed fellowship training in Neurodevelopmental Pediatrics at the University of Washington. He received his Bachelor's degree in chemistry from Wake Forest University and his medical degree from the Uniformed Service University of the Health Sciences.

He is currently enrolled in the Master's of Medical Management Program at the Carnegie-Mellon Institute and is a contributing member of the American College of Physician Executives. T

Happy Birthday!



Photo by Deborah Kallgren, PAO

Rear Adm. Thomas K. Burkhard, commander, NMCP, celebrates his birthday Oct. 22 with a surprise cake and balloons.

Cardiac center expects 100-150 surgeries a year

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During the first year, 100 to 150 surgeries are projected.

The first open heart surgery took place in August and the patient, Jeffrey Florin, a U.S. Coast Guard retiree and Virginia Beach resident, is doing well. Florin, 51, had three blocked arteries and underwent a quintuple bypass.

"I'm doing great. I'm walking three miles a day. I come in to the hospital twice a week and get monitored while on the treadmill," said Florin. "I can't say enough about the great care I'm getting."

November 2004 - The Courier

"Our goal from the outset has been the best possible outcome for each individual patient," said Roberts, "and we have spent tremendous resources and energy to see that this happens."

The Cardiology Department at NMCP, led by Cmdr. Kevin Zawacki, now offers a full array of non-surgical treatments for heart disease including diagnostic studies, coronary artery stenting and pacemaker insertion. Zawacki said,

"These services combined with surgery and the commitment to care for patients well after their procedure gives

our patients truly comprehensive care."

Ultimately, the program will also save taxpayers money by recapturing patients who currently see civilian doctors back into the military medical environment.

"Although the program is young, many patients have already insisted that their surgery be done here. Most people I have encountered in the military like to come to a military hospital. They are comfortable here and they want their care here," Roberts said. T

The CFC needs your help!

Time is running out. The Combined Federal Campaign is scheduled to end Nov. 15, and the command contributions are struggling to reach this year's goal of \$110,000.

In early October, CFC pledge cards and booklets filled with descriptions of 1,500 local and national charities were distributed to employees at NMCP and its clinics.

Cmdr. Ann E. Rael is 2004 co-chairman for the CFC at NMCP. She emphasizes that the campaign is strictly voluntary, but encourages employees to help those in need.

"These people need help. They may have experienced hurricanes in Florida, or other disasters. They may be suffering from disease. And it could happen to you. You may one day find

yourself in need of assistance," Rael said.

The annual CFC provides an easy way to donate to organizations that have a real and positive effect on millions of people in need. Whether it is relief from a hurricane, medical breakthroughs and treatments, or helping the sight impaired through the use of a trained guide dog, your contribution provides more than money. It offers hope.

Contributions to individual charities or a general donation distributed by the South Hampton Roads CFC may be designated. Contributions may be made through cash, check or payroll deduction. Remember, donations are tax deductible. T



CFC Departmental Representatives

Command Suite—

HM3 Thompson 953-1979

DME-HM3 Price

953-5837

Dir. Fleet & Family Medicine

Cmdr. Kennedy 953-7641 and

HMC Rudolf 953-9750

Dir. for Administration

Lt. Davis-Scott 953-1027 and

SH1 McQueen 953-5411

Dir. Surgical Services

Lt.j.g. Gibbs 953-3689 and

HM1 T. Jones 953-9360

Dir. Clinical Surgical Services

Lt. Parsons 953-2048 and

Lt. Newton 953-5377

Dir. Financial Operations

Lt. Cmdr. Martinez 953-9352

Dir. Health Benefits Operations

Lt. Roseberry 953-9486

Dir. Healthcare Quality Improvement

HM3 Duenas 953-4560



Photo by JO1 Daniel A. Bristol

Members of the Individual Readiness Objective Action Team received letters of appreciation from Capt. C. Forrest Faison, NMCP deputy commander, Oct. 29. They developed a database which allows the hospital an overall, comprehensive view of the NMCP staff's medical readiness. From left to right: Lt. Gary Deen, Cmdr. James Hosack, Capt. C. Forrest Faison, Lt. Cmdr. John Ferguson, HMC(SW/AW/FMF) Kari Jackson, Mr. Leonard Pepe and HMCM(SW) Maurice Frear.

EMF Portsmouth gets visit from Hollywood

Photos courtesy of EMF Portsmouth Website, www-nmcp.mar.med.navy.mil/emf



(Left) Capt. Roger Hirsh, executive officer, Expeditionary Medical Facility Portsmouth, poses with Rob Schneider, actor, who visited the new U.S. Hospital, Kuwait at Camp Arifjan. (Below) Lt. Juan Cometa, EMF Portsmouth chaplain, also met Schneider during his visit. Schneider has appeared in many films: "Animal," "Deuce Bigalow," and "Eight Crazy Nights".



(Above) Surrounded by security, Wayne Newton, actor and singer, talks with Capt. Martin Snyder, commanding officer, EMF Portsmouth. Newton toured U.S. Hospital, Kuwait and talked with staff and patients.

(Right) During his tour of the hospital, Newton stopped to chat with one of the patients, SPC Gear.



Happy 229th Birthday U.S. Navy!

Photos by JO1 Daniel A. Bristol



Naval Medical Center Portsmouth celebrated the Navy's 229th birthday with a cake cutting ceremony in the galley Oct. 13. Staff in attendance were treated to a special visit from BMCM(ret) Carl Brashear, a Navy diver who fought to stay in the Navy after losing his leg in an accident on board a ship. Several years ago Brashear's story was profiled in the movie "Men of Honor". CSSN Andres Miranda, Nutrition Department, baked this year's Navy birthday cake and met Brashear for the first time. "I didn't know he was going to be

there until that morning, but I remembered the movie and knew who he was," Miranda said. "He made a real breakthrough for all minorities within the Navy.

Cutting the Cake

(Above) From left to right, CSSN Alex Moleon and CSSN Andres Miranda, Nutrition Department, serve cake to staff members after the cake-cutting ceremony.

(At left) Rear Adm. Thomas K. Burkhard, NMCP commander, greets BMCM (ret) Carl Brashear, an honored guest at NMCP's Navy birthday celebration.



Congratulations Civilian of the Quarter, Third Quarter, Category Two (GS-7 and above)

Wilena Hopson, head registrar for admissions and dispositions, is the Civilian of the Quarter, Third Quarter, Category Two. Hopson has served 29 years in government service and 13 years at Naval Medical Center Portsmouth in the patient administration field. Her duties include bed management, birth certificates and notary services for paternity testing. She is in charge of 18 civilian staff members and three hospital corpsman.

"We're a 24/7 operation," Hopson said. "This office takes pride in being a support system for all of our medical centers in any way we can. I'm very appreciative to be recognized for records made in process improvement."



Photo by JO1 Sarah R. Langdon

Navy Tests a New Look

TFU Announces E-1 to O-10 Working Uniform Concepts

From Master Chief Petty Officer of the Navy Public Affairs

WASHINGTON (NNS) — The Navy introduced a set of concept working uniforms for Sailors E-1 through O-10 Oct. 18, in response to the fleet's feedback on current uniforms. The new uniforms, which will begin wear-testing this winter, were unveiled aboard *USS Iwo Jima (LHD 7)* at an All Hands call with Master Chief Petty Officer of the Navy (MCPON) (SS/AW) Terry D. Scott.

The Navy Working Uniform (NWU) concepts offer four variations to be tested in the fleet. Each variation offers a combination of different patterns, dominant colors, fabric finishes and designs. Scott said these concepts are only the initial version of what the working uniform may ultimately look like. To assist in deciding exactly what uniforms Sailors will be wearing, Task Force Uniform (TFU) developed a set of concept uniforms.

"The concept uniforms are much like a concept car at an auto show," Scott said. "It's only a preliminary design of the final model, and judging from the fleet's response, we can make modifications to the final design."

The Task Force Uniform initiative began after Sailors in the fleet expressed their concerns about the current status of Navy uniforms. Chief of Naval Operations (CNO) Adm. Vern Clark determined there

should be an evaluation of the uniform requirements.

Upon completion of a Navywide survey last year, TFU went to work on interpreting more than 40,000 surveys with the help of an organizational psychologist to determine what changes Sailors desired. Some of the concerns



expressed were that there are too many uniforms, they wear out quickly and are difficult to maintain. They also commented on the need for a working uniform that would be practical in different working environments and climates. The majority of respondents said they preferred a Battle Dress Uniform (BDU) style working uniform.

The NWU is being designed to take the place of utilities, wash khaki, coveralls, woodland green, aviation green, winter working blue and tropical working uniforms. The normal wear life is designed to last up to 18 months, compared to the current wear life of six months for the working uniform.

The working uniform design is not intended to camouflage Sailors against the background of a ship. Instead, the multiple colors on the uniform - navy blue, deck gray, haze gray and black - are common in the maritime working environment, making them a more practical choice.

"What we have heard from Sailors aboard ship is if they get a small spot of paint or grease on a pair of solid-color utilities or coveralls, it's easily visible and detracts from the uniform's appearance," Scott said. "With the Navy Working Uniform's multicolor pattern, a small spot or stain may be almost entirely unnoticeable."

Another positive aspect of a multicolor pattern is that wrinkles caused by daily wear would be less visible, and the new uniforms will be wash and wear with no ironing required.

"Why should we need to iron a working uniform? The NWU fabric treatment will be a considerable improvement over the previous working uniforms," said Scott. The proposed plan is for the NWU to be the primary working uniform used in all Navy communities and duties, including watchstanding. The NWU is also being designed for wear outside the gate. Sailors will be able to go off base without having to change from the working uniform into their service uniform or civilian clothes.

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Sports medicine offered at local clinics

Story and photos by JO1 Daniel A. Bristol

It's called the break-away slam dunk. The person with the basketball sees an open lane clear all the way down the court. He makes a mad dash for the other end of the court, and jumps to complete a slam dunk into the basket. Then the television cameras zoom in on the basketball player after he finishes the shot. He grabs his lower leg and falls to the floor in immense pain.

"The most common injury we see at the clinic is a stretched muscle of the lower leg, which attaches to the Achilles tendon," said Dr. Robert Randolph, a contract orthopedic doctor at Naval Medical Center Portsmouth's Oceana Fleet Sports and Chiropractic Medicine Clinic. "This type of injury is most common among those who play any kind of jumping sport where you have to push off with one foot or the other."



One of the clinics sports medicine doctors uses an ultrasound instrument to send heat deep into the patient's calf muscle.

There are two sports clinics in the area that handle many different types of orthopedic injuries, and deal with hand, foot, ankle, bone and joint and spine-related injuries. One is at Naval Air Station Oceana in the old gym,

and the other is the Wellness Center located just inside Gate Five in the McCormick Gym at Naval Station Norfolk.

The clinics' sports medicine

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Pastoral Care + 'The Ramp Service'

By Lt. Cmdr. Kenneth D. Johnson, Pastoral Care Services

The United States Navy Chaplain Corp prides itself in performing all types of military services with professionalism and distinction. There are a litany of services military chaplains have performed for hundreds of years: retirement services, blessing services, which can range from the blessing of nurses hands to blessings of homes, memorial services, special patriotic services and weekly worship services, which can vary depending on the

faith you practice.

Upon arriving in the Middle East Theater to support the Expeditionary Fleet Hospital in Operation Iraqi Freedom Two, I was called upon to provide weekly 24-hour pastoral coverage at several military camps, such as Camp Doha, Airport POD, Sweva POD, Camp Arifjan, Camp Virginia and Camp New York. The Airport POD provided the most challenges since constant traffic flowed from all directions in the Middle East because

it was the military airport hub.

Responsibility at the Airport POD was to conduct military reunion and reentry classes, develop a comprehensive mass casualty plan, provide counseling for all military personnel and DOD employees, teach spirituality and develop a Gospel Worship community. I was well acquainted with these responsibilities and trained to do them. The one new service, that was placed upon this

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New uniforms to hide wrinkles, stains

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With the CNO's approval for a wear test, the Navy is working to provide as many possible options for Sailors to choose from during the wear-test period.

The options will include:

- Woodland versus digital pattern
- Blue versus gray as the uniform's predominant color
- Tapered blouse versus standard-style blouse
- Rounded versus pointed collar
- Performance T-shirt versus cotton undershirt
- Pleated versus non-pleated trousers
- Elastic versus adjustable waistband
- Button versus zipper trousers
- No-polish suede versus polished leather boots
- 8-point versus round top cover
- Pocket locations and design

The Navy also plans to wear test a blue parka that will ultimately match the design pattern of the final working uniform. The parka will be designed for wear in various weather conditions, including sub-freezing temperatures, wind, and heavy rain.

Although the NWU was designed to address the concerns of the fleet, Scott said a test of how the uniforms will truly respond to the needs of Sailors can only be determined by a fleetwide wear test and evaluation before being mass produced.

The fleet-wide wear test, scheduled to begin this winter, will be conducted at commands around the world, and across the spectrum of different platforms. Approximately 60 participants, both male and female, officer and enlisted, will wear-test these concept uniforms at various commands and locations:

"We realize that there are Sailors out there who are eager to receive the NWUs, but we are determined to do this the right way and come up with a uniform that our Sailors will appreciate," Scott said.


Shore Sailor of the Year (SSOY) DTC Michele Villagran had a chance to see preliminary designs of the concept uniforms during the SSOY selection process.

She said she liked the look and feel of the lightweight, yet sturdy, material.

"Overall, I think they look more professional, and I think the majority of the fleet will be happy with them," Villagran said. "It will definitely be a new and very much needed look for the Navy."

The vision of Task Force Uniform is to give Sailors a cost-effective set of uniforms presenting a professional appearance, recognizing naval heritage, and offering versatility, safety, ease of maintenance and storage, utility and comfort.

Task Force Uniform also plans to announce the year-round service uniform concepts for E-1 through E-6 in the coming weeks and an announcement about specifics of those wear testing dates and areas to follow.

For more information about Task Force Uniform, or to view or download photos, visit www.news.navy.mil. 

Toys for Tots Campaign

Put a smile on a child's face this year! Volunteer with the NMCP First Class Petty Officer and Junior Enlisted Associations as they help the Marine Corps in the annual Toys for Tots campaign. NMCP volunteers are needed beginning Nov. 26 to "man the barrel" at Chesapeake Square Mall. Please call HM1 Flowers at 953-1683 or JO1 Langdon at 953-7422 for more information and to volunteer.

NMCP treats body, mind & soul

By Deborah Kallgren, Public Affairs Officer

When patients come to Naval Medical Center Portsmouth, they receive much more than treatment for what ails them. The hospital has nine chaplains on staff, who are available around the clock to visit with and counsel patients, family and staff.

“The hospital has an experienced staff of chaplains, and we are the only site in the Navy that provides Clinical Pastoral Education for our chaplains,” said Capt. Jerry K. Shields, Pastoral Care service line leader at NMCP and a Methodist pastor. “The Pastoral Care Residency Program requires one full year of service in a medical institution to become professionally accredited to work as a chaplain in a medical facility.”

The Pastoral Care Residency Program provides chaplains skills to be uniquely qualified to counsel patients, family and staff in a military environment, whether in the hospital, on a ship or on the battlefield. It prepares chaplains for ministry dealing with trauma, critical incident stress management, death and dying, operational stress management, disaster response, caring for caregivers, battlefield ethics, and issues related to operational ministry and Homeland Security.

The residency program began more than 20 years ago at Portsmouth. Military hospitals are accredited by the Joint Commission on Accreditation of Healthcare Organizations, and chaplains on staff must have graduated from the Pastoral Care Residency Program

in order for the hospital to meet JCAHO’s accreditation requirements. The Navy’s Bureau of Medicine and Surgery (BUMED) supports the program, and pays for billets so that its chaplains around the world come to Portsmouth to attend the year-long program.

The 2004 class graduated seven chaplains in September, a record number. Usually, only six chaplains attend the intensive program each year. The graduates included the first Catholic priest to attend the residency, and the first chaplain who had deployed in an operational position.

The program includes 1,600 hours of classroom training plus research time and practical training in a supervised medical environment.

“Chaplains must learn the medical side. That’s the purpose of the training: to work on a health care provider team,” Shields said. “They learn true introspection and personalization in order to get past any barriers to pastoral care. It helps them become a more effective counselor.”

Lt. Cmdr. Karl Lindblad is a Catholic priest assigned to NMCP and is one of the chaplains who graduated from the Pastoral Care Residency Program last month. He has served 20 years in the Navy and said, “(The program) has made me a better chaplain with the capacity to listen better and respond to needs as expressed by the patient. I am better able to hear them out and

“It’s difficult with a patient who cannot talk or is unconscious. Body language is important to listening and responding to the patient’s spiritual needs.”

The chaplains spend three months in each of four rotations while attending the residency program. The clinical rotations include the Substance Abuse Rehabilitation Program, psychology, oncology, the emergency room and labor and delivery. Additionally, the program provides two chaplains every quarter to the Veterans’ Administration in Hampton.

Shields added that part of the residency program is learning how to transcend and bridge all religions. The chaplains learn to be more in touch with needs of people, and often the counseling is more spiritual than religious.

“You have to be able to relate to all faiths and have a certain degree of professional neutrality. As Americans, we have freedom of religion and we protect that right,” Lindblad said.

Portsmouth’s current Pastoral Care Residency Program class has six students.

Because of the success of Portsmouth’s Pastoral Care Residency Program, Naval Medical Center San Diego has begun a Pastoral Care Residency Program of its own this year, modeled on Portsmouth’s program.

Congratulations Sailors of the Quarter

Photos by JO1 Daniel A. Bristol



*Bluejacket of the Quarter
4th Quarter 2004
HN Rashida Granby
Staff Records*

*Junior Sailor
of the Quarter
4th Quarter 2004
HM2 Angela Brannon
Main Operating Room*



*Sailor of the Quarter
4th Quarter 2004
HM1(AW/FMF)
Judy Tarpley
Branch Medical Clinic
Oceana*



NMCP Hosts Disability Health Fair

Photos by JO1 Daniel A. Bristol

Naval Medical Center Portsmouth held a Disability Health Fair Oct. 20 on the 2nd floor of Bldg. 2. Many clinics participated, providing displays about such topics as Special Olympics, Pastoral Care Services, Occupational Therapy and diabetes. Mental health displays included phobias, mental illnesses, post-traumatic stress syndrome and eating disorders. Maggie Malson, community health specialist, Wellness Department coordinated the event.



Vicki Hawkins, Occupational Health, stands next to her display on safety in the workplace. Visitors could view information on preventing carpal tunnel syndrome, avoiding spills and falls and general information on how to avoid accidents and health risks while working.

Congratulations Civilian of the Quarter, Third Quarter, Category One (GS-6 and below)



Photo by JO1 Sarah R. Langdon

Montria Spencer, Medical Clerk for the Ophthalmology Clinic is the Civilian of the Quarter, Third Quarter, Category One. Spencer has worked for the Ophthalmology Clinic at Naval Medical Center Portsmouth for the past five years. She served 15 and a half years in civil service. As a medical clerk, Spencer is responsible for checking patients in and out for their appointments and tracking the administrative hours of the active duty staff in the clinic.

"I was very honored to represent my department and this command with this honor. I take my work very seriously and try to go above, and I think a good work ethic is very important to mission accomplishment."

EMF returnees celebrate with picnic

Photos by JO1 Daniel A. Bristol

On Sept. 7, approximately 90 EMF Portsmouth servicemembers returned from a six-month deployment to the Middle East. A month later, these Sailors reunited with other desert colleagues. The EMF Family Support Group sponsored the post-deployment picnic at Naval Station Oceana's picnic area. It was an afternoon of fun and games, which included potato sack races (right), sports events and plenty of food.



(Above) EMF Portsmouth kids jump on a moonbounce at the picnic.

(Below) Family and friends played a lively game of volleyball during the picnic. Although the picnic was scheduled to begin at 1, families, eager for fun, started showing up at noon.



And the award goes to ...



Photo by Deborah Kallgren

Rear Adm. Thomas K. Burkhard recently presented the Gastroenterology Department with a plaque commemorating its selection as Naval Medical Center Portsmouth's winner of the Clinical Efficiency and Excellence Award. The department was cited for increasing its workload from 88 percent to 136 percent of the standard between January and June 2004. Gastro also decreased patient referrals to civilian providers by 79 percent, saving \$1.6 million this year. Pictured, from left, are Scott L. Yagel, USN ret., former department head of Gastroenterology; Lt. Cmdr. Ted W. Schafer, current Gastroenterology department head; and Rear Adm. Burkhard.

NMCP Mentor Program Seeks Volunteers

By Lt. Justine Gilbert


Instituting the Naval Medical Center Portsmouth's Formal Mentoring Program has been a challenge, but not insurmountable. One of the most overwhelming and challenging obstacles has been how to get our leaders and others who are already overwhelmed with other important tasks to find the time to add one more thing to their demanding schedules.

Encouraging people to grow is the professional responsibility of all Navy leaders, and formal mentoring is key to accomplishing this. Those of us in leadership positions or at the peak of our profession must realize those under us watch and learn from us every day without us realizing it. Formal mentoring transforms informal role modeling into effective career development and decision-making by these future leaders. It clarifies roles and establishes

mentoring relationships where none currently exist. It also cultivates better unit morale and cohesiveness.

To many people, mentoring is an informal process. People meet someone in their career paths who have qualities they admire and they proceed to form lifelong relationships. With

within 30 days. Some people were uncomfortable with the concept of assigning mentors, and felt that the Mentorship Program forced a life-long relationship on someone, which is not the case.

Mentoring does take time. You must make yourself available. Both the mentor and the mentee have to be active participants and work out a schedule that is best for the both of them. NMCP is the First and Finest, and its goal through the formal mentoring program is to better develop future Navy and civilian leaders. Mentors: With your help these future leaders will advance in professional knowledge, skills and become effective communicators because you took the time the time to listen, encourage and advise someone as to how to rise to their potential. Challenge yourself. Take the time. Become a mentor, not just a supervisor. 

*"If you want one year of prosperity,
Grow grain
If you want ten years of prosperity,
Grow trees
If you want one hundred years or more of
prosperity,
Grow people"
(Author unknown)*

goal setting and periodic career development sessions, these informal relationships often become successful formal mentoring relationships. For staff who do not have a mentor readily identified, NMCP's policy requires a mentor

NMCP Mentoring Program Requirements

To be eligible:


1. Must be currently in a leadership position or have comparable career experience.
2. Meet the following other minimum requirements:
 - Be recommended by the chain of command and approved by department head or service line leader.
 - Be a stellar/mature individual who possess the qualities and knowledge to be a mentor.
 - Must understand/support the command's mission and vision.
 - Have not received non-judicial

punishment/disciplinary action in the last 24 months.

- Must not have failed the personal fitness assessment on the last two cycles.
- Must have no individual mark below 3.0 on the last two periodic evaluations/fitness reports, or must have fully successful on last performance appraisal.
- Must attend events involving mentees
- Be familiar with the Navy's Mentoring Handbook

Upon approval of your chain of command all interested personnel must review the command's instruction NAVMEDCENPTSVAINST

5350.1 and complete the Mentor Screening Form inventory and turn it in to the appropriate supervisor for input into your unit record.

Monthly command orientation rosters will be forwarded to the SEL or department head a mentor shall be paired with a mentee within 30 days. For more information, please contact Lt. Cmdr. Self, Lt. Gilbert, Lt. Shannon Muehe, Cmdr. Knee or Lt. Cmdr. Snow. 

Dapa Note

Prescription Drug Abuse, Cause for Concern

By Nora D. Volkow, M.D. director, National Institute of Drug Abuse (NIDA)

Recent news stories have highlighted the increasing number of teens and adults abusing prescription drugs, particularly painkillers.

For example, the National Institute on Drug Abuse's 2003 Monitoring the Future survey of 8th, 10th, and 12th graders found that 10.5 percent of 12th graders reported using Vicodin for non-medical reasons and 4.5 percent of 12th graders reported using OxyContin without a prescription.

Painkillers such as Vicodin and OxyContin are opiates and are very powerful medications against pain, but they

need to be taken under close supervision of a doctor. These same medications, when taken inappropriately, can cause addiction as they act on the same places in the brain as heroin.

These painkillers can be very effective in treating individuals with the medical need for these medications; however, using these drugs without the supervision of a physician or for purposes different from their intended use can lead to serious adverse consequences, including death from overdose.

As a physician, I want to raise awareness among other doctors about the potential for

abuse of these drugs; however, I don't want to alarm them and their patients who have a legitimate medical need for painkillers and other prescription drugs.

I also want to remind young people, their parents and others that even though prescription drugs are medications, their improper use can have serious consequences.

I'd encourage parents, grandparents, and other adults to check their medicine cabinets and to discard any prescription drugs that are no longer required to treat a medical condition so that these medications are not available to be misused. ▼

NMCP staff dedicated to saving lives on and off duty

By JO1 Sarah R. Langdon

Earlier this year, one of Naval Medical Center Portsmouth's staff members was recognized for saving someone's life by using the first aid and basic lifesaving skills he learned through the military.

That type of quick thinking and use of lifesaving skills is going around. Now, another NMCP staff member has used the skills he learned at NMCP to save a stranger from choking.

"Ten years ago when I checked into this command I was instructed to attend training in the gym for CPR and the Heimlich maneuver," Dan Gay, assistant public affairs officer said. "At the

time, I didn't understand why I should attend when I was working in a hospital with doctors, nurses and corpsmen. I thought, however, that it wouldn't hurt since I might one day need to use one of those procedures."

On Saturday, Sept. 25, Gay and his wife, Mae, were enjoying dinner at a local restaurant. During the course of dinner, a woman sitting near Gay's table began to choke. For an instant, he watched her turn in her chair and then lean forward.



Photo by Deborah Kallgren

Dan Gay, assistant public affairs officer, has worked for NMCP for almost 10 years. He has more than 40 years of government service.

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Docs get servicemembers back to work

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team consists of: physicians trained in orthopedics, sports and primary care medicine specialists, chiropractors, physical therapists and certified athletic trainers.

The sports medicine clinics treat sports-activity or work-related injuries to help active duty service members quickly return to their daily routine.

"Sports medicine is more than just bones and muscles," said Randolph. "We are unique in that all our staff are trained in the

outpatient treatment of orthopedic as well as medical aspects of sports medicine, with an emphasis on preventive medicine."

"We do more than sports medicine," said Jason Hupp, athletic trainer at Oceana clinic. "We do a wide array of all orthopedic injuries, but we are not a trauma center."

The clinic at Oceana and the one in Norfolk are part of NMCP's plan to provide Sailors with quick access to sports and

work-related orthopedic medicine right at the deck plates, said Cmdr. Danette Svobodny, associate service line leader, bone and joint sports medicine.

"Most outside consults will take about three weeks to fill, so the patients can be seen more quickly by making an appointment at one of these two clinics," Svobodny said.

There are three different ways to obtain an appointment to one of the clinics – service members can go through their Primary Care Manager for a consult, they can call the Hampton Roads Appointment Center at 1-866-MIL-HLTH, or they can call the individual clinics directly.

The Oceana clinic, which is located on D Avenue Bldg. 529, provides care to patients with appointments as well as walk-in patients. The Naval Station Norfolk clinic assists walk-in patients only. ▼



Dr. Randolph goes over an X-ray with PFC Andrew Hinkebein, a student at Dam Neck. The clinics do not have X-ray capability so patients are requested to bring their films with them.

NMCP training pays off for choking stranger

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"I guess the adrenaline took over," said Gay, "before I knew it, I had the lady turn her back to me and proceeded to apply the Heimlich maneuver."

A man Gay assumed to be medical doctor then came over to help.

"He asked her several times if she was all right," said Gay. "Then, he told me that she was

breathing okay. Her companion thanked me and shook my hand."

As the couple left the restaurant, they thanked Gay and his wife. The woman grabbed Gay in a hug, hugged Mrs. Gay and then hugged Gay again. When Gay and his wife went to leave, a party of about 20 people sitting with the doctor applauded.

"This experience was very precious to me," explained Gay,

"and something my wife and I will cherish and never forget. The half-day training I received was very worthwhile. There are sometimes when a little knowledge goes a long way and this was one of those times."

For more information on Basic Lifesaving Support (BLS) call the Resuscitative Medicine Division at 953-6772. ▼

NMCP throws annual Harvest Fest trick-or-treat extravaganza for staff and kids

Photos by JO1 Daniel A. Bristol



Staff members and their families poured into Naval Medical Center Portsmouth for the annual Harvest Fest. Costumed children and their parents went clinic to clinic for some early trick-or-treating. Participants included Laboratory, Radiology, Orthopedics, ENT/Audiology, Dental, Thoracic Vascular, Ophthalmology, Immunizations, Pulmonary, Pediatrics, Podiatry and Cardiology. The Oakleaf Club, the officers' spouses organization, also participated.

(Middle left) Isaiah Saffawuya, son of RP2 Michaela Saffawuya, Pastoral Care, dresses up to trick-or-treat. (Below) HN Lisa Thienard holds Roslyn Giles, dressed as Snow White, while passing out candy to trick-or-treaters.



(Left) Mrs. Susan Burkhard, wife of Rear Adm. Burkhard, commander, Naval Medical Center Portsmouth, and Mrs. Jo Ann Moran, Oakleaf Club, passed out candy to trick-or-treaters on behalf of the Oakleaf Club.

"I think we had a great turnout," Mrs. Burkhard said. "Some of the parents even dressed up. We (gave) candy and a big bag of pretzels, but most of the kids seemed to want the non-sweet things."

Ramp service honors fallen comrades

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plate of ministry of which I had no knowledge or background, was the Ramp Service. I shared this duty with a team of diverse chaplains from the Army, Air Force and Navy.

The Ramp Service honors our fallen American comrades prior to transportation of their remains from the area back to the United States. Each day the duty chaplain was to contact mortuary affairs to check the status if there were any fallen American Service Members in theater who would come to the Airport POD. Bodies were flown in from Afghanistan, Iraq, Kuwait and other hot spots in the Middle East.

When the RMT (Religious Ministry Team) was requested to perform a Ramp Service, we were called by cell phone very early, about 2:45 a.m. Personnel from Mortuary Affairs said they would pick us up in 10 minutes. Quickly dressing into our cammies, we met them in front of the Medical Clinic. They whisked us over in about seven minutes to the runway at Airport POD and parked a few feet away from a C-17. An Air Force cargo plane had its ramp mouth fully extended ready for six caskets. The

ramp had rollers to move the caskets. On each side were five service members of the armed service of the deceased member in the casket. They stood tall at attention. The caskets were rolled into position. The leader of the detail called me and escorted me up the side




of the ramp. Instructions were given that I would provide a short inspirational word, a reading of the sacred word and then finish with a blessing of the final remains. The detail was called to attention as I read the 23rd Psalm. I provided a positive word about the sacrificing of life for the cause of freedom and liberation, and lastly a blessing over the bodies. The blessing was: "God I ask that you would bless these who have bravely fought for their country. Life

and death are in your hand. As these bodies are flown home, please comfort their families. Thank you for their lives and be with them in this season of death. I ask you to bless each service member in these caskets. In your holy name I ask this. Amen."

There are no photographs of any of the Ramp Services conducted at the Airport POD out of respect for the deceased and their family members. At the end of this brief, yet inspirational service, "Taps" is played. The caskets were rolled onto the plane as I departed the ramp.

After performing this unique ceremony in Operation Iraqi Freedom Two and witnessing the sacrifice our troops gave, my patriotism soared to new heights. I couldn't hold back the emotions of the moment as young men and women placed their lives on the line for the country they loved.

Out of all the diverse religious ceremonies performed, this is by far the most meaningful because it was a sacred moment and place where these Americans gave the ultimate sacrifice for their country. 

Fish philosophy takes cake on customer service

By JO1 Daniel A. Bristol

Most everyone has heard of "boss's day" or "secretary's day". These two days are written on almost every calendar and celebrated every year. However, how many people have heard of Customer Service Week? It's only on the calendars in

the Hampton Roads Appointment Center (HRAC) at Naval Medical Center Portsmouth.

Humana Military Healthcare System (HMHS) manages the HRAC, which is a call center for beneficiaries to

set-up medical appointments at NMCP, Ft. Eustis and Langley AFB. Each year HMHS recognizes 77 employees who work at the center

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Team values customer, outstanding service

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with a weeklong celebration of their customer service expertise.

Everyone in the office is into five teams. Throughout the week each team constructs a display depicting their team's concept on customer service.

The week's festivities include refreshments, goodie bags and a pot luck lunch. At the end of the week the posters are judged in a contest. This year the winner was the Rainbow Fish team.

The Rainbow Fish Team's philosophy on customer service is the FISH philosophy, which originated at the Pike Fish

Market in Seattle, Wash. It consists of four steps – choose your attitude, make your customer's day, be there for the customer and have fun in the office.


"We want to be the best at what we do," said Terry Brown, HMHS Manager for the appointment center. "and I feel we do as well as we do, because we value outstanding customer service."

HRAC received 81,000 calls last month, which is an average of about 20,000 calls each week. Within the center, 99 percent of



Photo by JO1 Daniel A. Bristol

all calls received are answered within a two-minute timeframe.

"Thank you for all you do to make our customers' day," Brown said to the teams. "You're the best." 

NMCP Flu Shots Offered to High-Risk Patients

By Deborah Kallgren, Public Affairs Officer

Despite a nationwide shortage of flu shots, Naval Medical Center Portsmouth and its Branch Medical Clinics began offering flu shots on Oct. 22 by immunizing its shore-based deploying Sailors and selected high-risk TRICARE beneficiaries and health care employees.

Flu shots are offered Monday through Friday from 9 a.m. to 2 p.m. until supplies are exhausted at the hospital and the following branch clinics: Boone, Sewells, Oceana, Northwest (enrollees only) and Yorktown (enrollees only).

Parents of children enrolled to TRICARE Prime Pediatric Clinic should call 953-7716 (push option 2). Flu shots will be given by appointment on Mondays, Wednesdays and Fridays from 1 to 3:30 p.m.

Due to the vaccine, NMCP is unable to offer flu vaccinations to DoD civilian employees unless they are in the following categories: critical national defense assets deploying with the military, emergency response personnel, child care providers for children under 6 months old and health care workers in direct patient care.


Civilian employees with medical conditions putting them at high-risk of complications from influenza should contact their health care providers or make other arrangements to be immunized as



Photo by Deborah Kallgren

Retired Navy SEAL and "Survivor" Rudy Boesch gets his flu shot from Cmdr. Mike Vernere, Boone Clinic OIC.

soon as possible.

Updates on flu vaccination availability are on the NMCP Web site at www-nmcp.med.navy.mil/. Questions about TRICARE enrollment status may be directed to the Health Benefits Office at 953-2610. 

Bravo Zulu!!!

Navy Achievement Medal

Lt.j.g. Peter M. Deyoung
DT3 Shana D. Hussey
HM3 Samantha M. Petruck
Lt.j.g. Angela V. Tyner
Lt. Craig A. Tyson
HM2 Michael D. Jump
HM3 Alay Santiago
HMCS(FMF/SW) Fausto A. Polanco, Jr.
HM3 Heather M. Rodriguez
HM1 Avril J. Arthurton
HM1(FMF) Donald L. Conklin
HM2 Damaris Figueroa
HM3 Shannon M. Fansler
HM2(FMF) Cesares A. Harris
HM3 Amie L. Merrill
HM2 Esteban A. Rivera
HM3 Wilmary Billups
STG1(SW)
Benjamin D. Hoshour
MM1(SW) Ralph R. Henry

Navy Commendation Medal

HM1 Marsell A. Brown
Cmdr. Gene A. Vandervort
Cmdr. Joann M. Critelli

Navy Commendation Medal (con't)

Lt. Cmdr. Ronald P. Miller
Lt.j.g. Charles R. Banks
Lt. Cmdr. Jeffrey D. McGuire
HMCM(SW/AW)
Roger M. Grose
Lt. Cmdr. Rachel A. Burke
Lt. Cmdr. Julie M. Hillery
HMC(SW)
Lancaster B. Brown
Lt. Cmdr. Lori A. Lee
HM2 Virginia Robles
HM1 Rose A. Jahnke
Lt. Cmdr. Robin K. Moeller
Cmdr. Robert N. Sawyer
Lt. Cmdr. Brian D. Clement
HM1 James E. Fleming
HM1(FMF)
Michael T. O'Leary
Lt. Cmdr. Alan C. Heffner
Cmdr. Scott W. Zackowski

Letter of Commendation

Lt. Alex T. Hudson
HM3 Alay Santiago
HM2 Selinda T. Simmons
HM2(SW/FMF)
David Short
HM2(SW/FMF)
Stewart M. McKinley
HM2 Nathaniel M. Blosser

Letter of Commendation (con't)

Lt.j.g. Tammy L. Schwallenberg
HM3 Brian M. Grimes

Certificate of Appreciation

Lt. Alex T. Hudson

Naval Civilian Meritorious Service Medal

CIV Barbara M. Sturgis

Meritorious Service Medal

Capt. Richard E. Wolfe
Capt. Nancy M. McCarthy
Capt. Timothy D. McGuirk
Cmdr. Angela M. Alsberry-Wilkins
Capt. Mark E. Ralston
Cmdr. Lynn K. Flowers

Joint Service Commendation Medal

Lt. Alex T. Hudson